



Briefing Report No: **277/2008**

Public Agenda Item: **Yes**

Title: **Harbour & Marine Services – Annual Tor Bay Harbour User Survey 2008**

Wards Affected: **All Wards in Torbay**

To: **Harbour Committee**

On: **29 September 2008**

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1. Key points and Summary

- 1.1 This report provides Members with the detailed results of the Tor Bay Harbour Users Survey 2008.

2. Introduction

- 2.1 Each year Harbour & Marine Services aim to undertake a Customer Survey as part of an ongoing review of the services provided in Tor Bay Harbour.
- 2.2 The users survey coupled with the complaints and compliments feedback system, gives a good indication of which harbour/maritime services are meeting the customers' expectations and which are below the quality expected, and this enables the development of improvement actions.
- 2.3 A copy of the 2008 Survey Form can be found in Appendix 1 and a summary of the 2008 survey results is shown in Appendix 2.
- 2.4 Some of the significant results from the 2008 survey are as follows :-
- Those surveyed who think that harbour safety is properly managed by Marine Services has increased from 87% to 97%; it was 82% in 2006.
 - 49% of users thought Tor Bay harbour charges compared favourably to other harbours compared with 42% last year, and 38% in 2006. But 9% disagree and the over 40% still do not seem to compare prices.

- Interestingly there was a slight increase in those who said they would be prepared to pay for additional services 42% this year compared with 40% in 2007, the majority however are still not prepared to pay for additional services i.e. electricity and water.
- 54% of respondents stated that the overall quality of the service was 'good' compared with 57% last year; it was 52% in 2006. However, those that saw the service as 'excellent' increased from 19% to 27%; it was 11% in 2006.
- 56% had seen an improvement in service since the last survey, compared with 30% in 2007 and 19% in 2006.
- 82% would support and use the installation of further recycling facilities; especially for cans.
- 50% scored winter storage as poor and 75% would like more winter storage, with the majority indicating the need for storage space adjacent to the harbours where they are able to work on their craft.
- 91% believe that Torbay Council's Harbour Committee should continue to manage Tor Bay Harbour.
- 98% of responses came from men, the same as last year, 97% were White British (95% in 2007) and 90% were over 45 years old, it was 78% in 2007.

2.6 The information collected from the survey results will be used to make improvements to the provision of harbour and marine services.

Captain Kevin Mowat
Executive Head, Harbour & Marine Services

Appendices

Appendix 1 Tor Bay Harbour Users Survey Form - 2008

Appendix 2 Summary of Annual Tor Bay Harbour Users Survey 2008

Documents available in members' rooms

Not applicable.

Background Papers:

The following documents/files were used to compile this report:

Tor Bay Harbour Users Survey Results for 2002, 2006, 2007 and 2008.